





Integration and Partnerships Specialist – Townsville

Department:	Health System Integration and Innovation
Location:	Townsville
Position type:	Full time
Classification:	Level 8
Reports to:	Integration and Partnership Lead
Direct reports:	Nil

Our values

	Values statements	Core commitments
 Collaboration	We connect co-operatively across boundaries to share ideas and achieve our goals together. 'We work together'	I will work co-operatively across teams to achieve outcomes. I will connect with others to build trusting relationships. I will share ideas, knowledge, and resources.
 Leadership	We are empowered, inspired, and will step up to create a better future. 'We are all leaders'	I will role-model positive behaviours. I will create opportunities to have a positive impact. I will take responsibility for contributing to NQPHN's culture and success.
 Integrity	We hold ourselves to the highest standards of ethics and professionalism. 'We do the right thing'	I will be consistently ethical and trustworthy. I will display high levels of professionalism at all times. I will represent NQPHN with pride.
 Accountability	We own our actions, follow through on our promises, and live our values. 'We do what we say'	I will follow through on my commitments. I will take ownership of my work and performance. I will be transparent and forthcoming with information.
 Respect	We hear, acknowledge, and value all people and voices, finding unity in our diversity. 'We are considerate'	I will actively seek out and value different perspectives. I will treat all people with appreciation, dignity, and courtesy. I will be culturally informed and sensitive.



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.





Role summary

Reporting to the Integration and Partnership Lead, the Integration and Partnerships Specialist - Townsville, is responsible for the management of internal and external stakeholder relationships in the Townsville region and monitoring trends and emerging issues.

The position will also work with the Integration and Partnership Team on other projects across the NQPHN region.

Additionally, the position will also support other Northern Queensland Primary Health Network (NQPHN) Teams in their engagement activities to build relationships across the NQPHN region, and within NQPHN.

Key responsibilities

Role-specific

- Build and maintain collaborative and relationships with health partners.
- Identify new stakeholders for the purpose of optimising primary health services in the region.
- Manage a variety of operational projects, with multiple internal and external stakeholders, across both the Townsville, and greater NQPHN, regions.
- Collaborate with internal teams to ensure cross organisational understanding of current projects and activities in the region.
- Maintain a high level of oversight of new and emerging primary health care innovation, research, and reform.
- Develop high quality briefing and situational analysis documents on emerging issues and regional needs.

Organisation-wide

- Committed to “One PHN” and working collaboratively and engaging purposefully across the organisation, including the offices, teams, and functions.
- Ensure “best practice” processes across all areas of responsibilities.
- Comply with the Organisation’s policies and procedures.
- Ensure the safety of yourself and others in line with the organisation’s Workplace Health and Safety policies and procedures and the *Workplace Health and Safety Act 2011*.
- Perform other duties reasonably required as directed.

Key selection criteria

- Minimum degree qualifications in a health-related discipline, and five years’ experience within a health service or related field.
- Demonstrated high level of experience in stakeholder engagement.
- Demonstrated ability to develop rapport with stakeholders across the health (and related) sector.
- Demonstrated high level of written communication skills, including brief writing.

- Demonstrated ability in understanding complex health issues, and the ability to condense content for the understanding of all audiences.
- Demonstrated high level oral communication skills.
- Demonstrated high level project management skills.
- Ability to prioritise, and meet deadlines, in a high demand work environment.
- Demonstrated aptitude to work successfully in a team environment, with a solutions-based, positive attitude.
- Demonstrated understanding of the issues affecting First Nations peoples, and skills in cultural responsiveness.

Other requirements

- Current drivers licence.
- Provide a National Police Check less than three months old.

Capability Framework

NQPHN has a Capability Framework in place. This role has the following core competencies and expected levels.

Core competency	Skilled
Teamwork and team leadership	<ul style="list-style-type: none"> • Assumes accountability for work delegated to others (peers, team members, experts, etc). • Works with teams with complementary skills/expertise. • Encourages people with opposing viewpoints to express their concerns. • Resolves conflict among team members sensitively and fairly. • Helps others learn from experience and development initiatives. Recommends readings, trainings, and other resources. • Continually acquires and applies new knowledge and learning to improve job performance. • Provides constructive feedback to others.
Resource management	<ul style="list-style-type: none"> • Allocates and controls resources within own area of responsibility/scope of assignment. • Identifies needs for resources to effectively support current initiatives, services, and offerings. • Manages assignments' delivery processes and deadlines.

Core competency	Skilled
Flexibility and continuous improvement	<ul style="list-style-type: none"> • Seeks best practices inside and outside the Organisation to anticipate change. • Stays open-minded and encourages others to bring new perspectives. • Stays aware of the organisational objectives and monitors current developments and trends that may affect implementation of organisational direction, programmes, or plans. • Helps others understand the strategic goals of the Organisation and how their work relates to these.
Stakeholder engagement and communications	<ul style="list-style-type: none"> • Writes on complex and highly specialised issues. • Conveys critical nuances and qualifiers to facilitate complete understanding of the material. • Evaluates current network for effectiveness and relevance to achieving strategic objectives within own area. • Identifies and creates opportunities to initiate new connections that will facilitate the achievement of strategic goals within own area.
Quality management	<ul style="list-style-type: none"> • Understands quality management systems, and their impact on organisational governance, as well as basic tenets of ISO 9000. • Assists in the evaluation and monitoring of quality management systems. • Ensures staff are utilising quality management systems. • Collates and provides feedback to senior management on utility of quality management systems.
Strategic thinking and innovation	<ul style="list-style-type: none"> • Clearly communicates and operationalises the strategic vision. • Able to engage with the organisation as a whole and influence strategic decisions. • Leads team's strategic thinking. • Takes a long-term, evidence-based approach to decision making, and considers all consequences before acting. • Encourages creativity and innovation through continuous improvement. • Inspires others to contribute to strategic goals.
Governance and risk	<ul style="list-style-type: none"> • Communicates governance requirements clearly to ensure compliance. • Seeks and applies benchmarking/best practices to improve strategy development or application. • Has a comprehensive understanding of the legal governance surrounding the engagement with public and service users and operates effectively within such parameters. • Models risk management. • Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety. • Ensures a safe workplace.

Core competency	Skilled
Project and program management	<ul style="list-style-type: none"> • Develops effective project plans and cost schedules. • Applies effective project controls to deliver complex projects or get projects back on track. • Ensures full visibility of project's financial performance. • Applies best practice program management experience. • Provides expert advice and facilitation on program tracking/reporting/assurance/quality control, information management, financial accounting, risk/issue tracking, change control, and knowledge management/learning structured in ways that best meets program objectives. • Ensures appropriate program management information exchange occurs. • Takes responsibility for the work of others and allocation of resources. • Provides complete planning service utilising other resources. • Develops project strategies and optimises project execution within constraints of time and money. • Able to handle multiple projects with substantial personal autonomy.
Commissioning	<ul style="list-style-type: none"> • Ensures PHN activities and policy in relation to activities are in line with the Commissioning Framework. • Has responsibility for monitoring procurement and contract activities to align with the Commissioning Framework. • Promotes the principles of the Commissioning Framework. • Implements effective commissioning activities to monitor provider, supplier, and contractor performance against the Commissioning Framework, including deliverables and outcomes. • Represents the organisation in the resolution of complex/sensitive disputes with providers, suppliers, and contractors.

This position description contains a limited summary of the most frequently occurring tasks and responsibilities. In practice the employee can and will be entrusted with various other tasks and responsibilities that may also be of vital importance to the performance of his or her duties. The employee will properly execute these tasks and responsibilities and will not limit themselves to invoke the tasks and responsibilities exclusively summarised in this position description.